



Introduction to UnitedHealthcare Community Plan Kansas

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Mission Statement:

Helping people live healthier lives

- We serve a large and diverse group of people. Regardless of age, health status, income, employment or geography, we have a plan for most Americans.
- We leverage clinical resources and a variety of technology solutions to ensure that patients receive evidence-based care that is respectful of their wishes and values.
- We work collaboratively with providers to ensure beneficiaries receive the right care at the right time in the right setting.

UnitedHealthcare Community Plan

Vision

To be the premier health care delivery organization in the eyes of our state partners, providing health plans that meet the unique needs of Medicaid beneficiaries and members in other government-sponsored health care programs, and are effective partners with physicians, hospitals and other health care professionals in serving their patients.



About UnitedHealthcare in Kansas



- We currently serve over 246,000 Kansans in our employer sponsored or Medicare programs that already exist in the state
- We already employ over 2,000 people in Kansas and will be adding 300+ additional jobs in the State
- Many of these employees will live in communities, like this one, throughout Kansas so that they can work closely with local Members and Providers

Impact through...

- Early detection and treatment
- Management of chronic disease
- Integration of all disciplines to reduce duplicative services
- Reduce unnecessary emergency room utilization
- Reduce preterm births and neonatal costs
- Reduce avoidable hospitalizations and readmissions

The right care, at the right place, at the right time

Value Added Services

- Wellness Rewards Program
 - *Adults can earn between \$5 – 15 for completing timely screenings and check-ups for themselves or family members. Members will receive a prepaid MasterCard*
- Healthy Pregnant Women and Babies
 - *Baby Blocks: Online tools to remind about appointments which includes awards for pre-natal, post-partum and well child visits*
 - *Infant Care Book for Pregnant Women: Mailed to all pregnant members*
- Promoting Physical Activity
 - *Recreation Membership: One annual membership per year in one of the following programs of their choice: 4H, YMCA or Boys and Girls Clubs*
 - *Coverage for sports/school/camp physicals*
- Weight Management
 - *Weight Watchers Classes*
 - *Weight Watchers Participation Reward: \$50 worth of workout gear after completing 3 months of participation*
 - *Pediatric Obesity Program: \$50 gift card for finishing the program and includes an activity book*
 - *United Health HEROES: A micro grant program for schools who implement obesity prevention programs*
- Promotion of Wellness & Communication Between Members and Providers
 - *myUHC.com Member Portal: access health history, track doctor visits*
 - *Mobile Apps for Health: mobile applications which help track health goals*
 - *Provision of Cell Phones: Provided to high risk members to assist them in communicating with their Providers and Care Coordinators*
 - *Community Services Connect: A database of local community organizations and social service agencies through a searchable web tool*

Value Added Services

- Health Care Services to Promote Healthy Bodies
 - *Enhanced Vision: A better selection of frames, loss / theft replacement, or substitution of contact lenses*
 - *Additional Podiatry Visits: Up to two per year for members over 21 as directed by a Care Manager*
 - *“A is for Asthma”: Sesame Street program that teaches about dealing with asthma*
 - *Nutrition and Sesame Street Food for Thought: A program to help families eat on a budget. A bilingual multimedia approach to help families with children ages 2-8 cope with access to uncertain or limited access to affordable and nutritious food*
 - *Dr. Health E. Hound Birthday cards: Contains reminders for shots, tooth decay and nutrition*
 - *Sesame Street Healthy Habits Partnership: Creating outreach materials for asthma, lead testing, and EPSDT exams (Early, Periodic Screening, Diagnosis & Treatment)*
 - *Preventative Dental (Adult) that includes an exam, x-ray and cleaning*
- Building Mental Health Awareness for Members & Kansas Communities
 - *Mental Health First Aid program: Teaches others how to assist with managing mental health services*
 - *Peer Bridger's Program: Connects peers in recovery with another who is currently in inpatient services*
- Empower Kansans Initiative
 - *Designed to provide additional support to disabled individuals in their pursuit of meaningful employment*

First Priority – Network Development

- The timeline established by the state requires us to demonstrate 90% network adequacy by October 12, 2012, and 100% network adequacy by November 16, 2012
- Our goal is to include all practitioners, facilities and organizations that are serving the Kansas Medicaid population today

Getting Started

- We are working collaboratively with the state to identify current providers, and will have our contracting packets in the mail no later than mid-August for providers not contracted with UnitedHealthcare
- If you do not receive a contact from us regarding contracting by mid-August, please contact us at ks.net.mgmt@uhc.com
- If you previously signed a Letter of Intent, we need to secure your contracting status by completing a contract and the credentialing process

Getting Started

- We want to ensure all providers are adequately represented in our provider directories, so please return contracts and, if applicable, credentialing applications as soon as possible
- All providers, regardless of contracting status, will have to complete a **Disclosure Form** as it is a federal requirement
- Reimbursement levels and policies will be consistent with the Kansas Medicaid fee schedules, billing and payment guidelines
- All providers will have access to our Provider Administration Manual/Guide

What to expect - Hospitals

- The majority of Kansas hospitals are already contracted with UnitedHealthcare
- Contracted hospitals will receive contract amendments including a Kansas Medicaid and CHIP Regulatory Requirements Appendix and Medicaid payment appendix from your assigned UnitedHealthcare Contractor
- No additional credentialing activities are required for contracted hospitals
- Contracted hospitals will have to complete a Disclosure form

What to expect - Hospitals

- For the few hospitals that are not yet contracted, your assigned UnitedHealthcare Contractor will be contacting you to discuss our interest in contracting with your facility
- The details regarding the credentialing process for non-contracted hospitals are still being defined, but the goal is to make the process easy and efficient for Kansas hospitals
- We will adhere to the payment methodology for Critical Access Hospitals that has been established by the state

What to expect – Medical Groups

- If already contracted, you should have already received a notification regarding the addition of the KanCare program to your current contract
- You will also receive an updated Kansas Medicaid and CHIP Regulatory Requirements Appendix
- No additional credentialing activities are required for contracted physicians
- Each practitioner will have to complete and submit a Disclosure form

What to expect – Medical Groups

- If not currently contracted with UnitedHealthcare, you will receive a complete contracting packet by mid-August
- We will continue to utilize CAQH for professional credentialing

FQHC/RHC/Indian Health Services Providers:

- Your organization will be personally contacted by your assigned UnitedHealthcare Contractor to initiate the contracting and credentialing process

What to expect – BH/SA Providers

- Optum Behavioral Health is United's network for behavioral health and substance abuse providers
- If already contracted, you will receive a new Medicaid and CHIP Regulatory Requirements Appendix and a Medicaid payment appendix
- No additional credentialing activities will be required
- Each practitioner will have to complete and submit a Disclosure form

What to expect – BH/SA Providers

- If not currently contracted with Optum Behavioral Health, you will receive a complete contracting packet by mid-August
- We will continue to utilize CAQH as the standardized credentialing application for professionals
- For other provider types, we are working with the state to develop a standardized credentialing application and process, and we believe it will closely mirror the process used currently
- BH/SA network and contract questions should be directed to Nancy Garner-Powers at 314-592-3743 or nancy.garner-powers@optum.com

What to expect – Nursing Facilities

- If already contracted with UnitedHealthcare, you will receive a contract amendment for the KanCare program, an updated Medicaid and CHIP Regulatory Requirements Appendix and a Medicaid payment appendix
- No additional credentialing activities are required for contracted facilities
- Each provider will have to complete and submit a Disclosure form

What to expect – Nursing Facilities

- If not currently contracted with UnitedHealthcare, you will receive a contracting packet by mid-August
- The managed care organizations have developed a standardized credentialing application that includes both nursing facility and home and community based services
- Questions regarding nursing facility contracts should be directed to Jennifer Everett at 913-323-1050 or jennifer_everett@uhc.com

What to expect – HCBS Providers

- UnitedHealthcare is working with the state to identify all home and community based service providers
- We have been reaching out to HCBS providers to verify contact and mailing information for the contract mailing
- Contracting packets will be mailed no later than mid-August
- The contracting packet will include the standardized credentialing application for nursing facility/home and community based service providers

What to expect – HCBS Providers

- If you do not receive a contracting packet by mid-August, please contact Carolan Wishall at 913-323-1038 or carolan_m_wishall@uhc.com
- We have a dedicated staff of Provider Advocates for HCBS providers, and have a contact sheet available with the information you need to contact your assigned HCBS Provider Relations Advocate

What to expect - Pharmacies

- The majority of Kansas pharmacies are already contracted with UnitedHealthcare through OptumRx for our Medicare Part D product
- We will send all contracted pharmacies an addendum to address the payment for the \$3.40 dispensing fee
- Pharmacies will also receive an updated Medicaid and CHIP Regulatory Requirements Appendix
- Pharmacies will need to complete and submit a Disclosure form

Following Contract/Document Receipt

- After the contracts, credentialing data and disclosure forms are returned, we will:
 - Conduct provider credentialing processes
 - Load provider demographic information to formulate our provider directories
 - Load provider billing information into our claims platform
 - Build and populate our on-line provider look-up processes so members can verify your contracting status
 - Return an executed copy of the provider agreement

Provider Orientations

- Over the next few months, we will schedule provider orientation sessions to review our Provider Portal and the resources available to providers and orient providers to the KanCare program
- UnitedHealthcare currently has a staff of Provider Advocates who are available to assist with provider questions
- We are adding 9 additional Provider Advocate positions across the state to ensure assistance is available to providers

Contact Us

- A contact list for Kansas providers is available as a handout today
- General network inquiries can always be directed to ks.net.mgmt@uhc.com
- We are building and enhancing our website for Kansas – visit us on-line at:

www.uhccommunityplan.com